

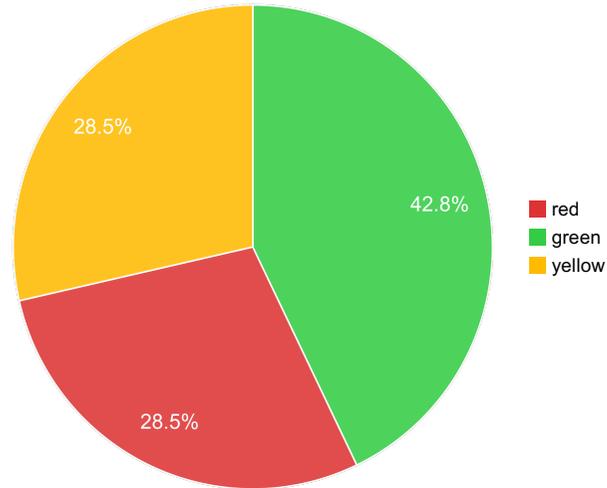
Department of Aviation

Annual Performance Progress Report

Reporting Year 2023

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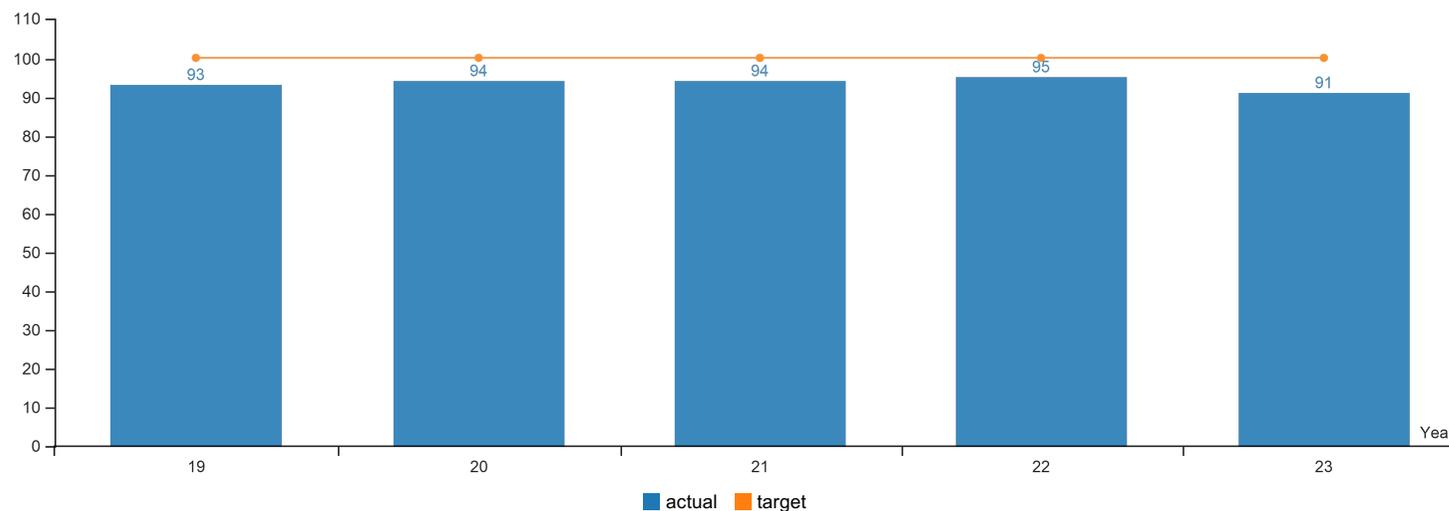
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of runways in good or better condition. -
2	Percent of runways meeting or exceeding approach surface standards. -
3	Number of public use airport inspections conducted. -
4	Percentage of total Federal Funds obligated or spent. -
5	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
6	Percent of aircraft registered -
7	Percent of total best practices met by the board. -



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	42.86%	28.57%	28.57%

KPM #1	Percent of runways in good or better condition. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Runway Pavement Condition					
Actual	93%	94%	94%	95%	91%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Pavement Maintenance Program (PMP) continued in 2023 and has been successful in completing the program work as scheduled. Program work continued to be regionally divided into three smaller contracts to make it easier for DBE/COBID contractors to bid and more efficient to complete the overall program work within the desired schedule constraints especially due to the added environmental oversight that comes with managing construction work at airports where threatened species such as the Streak Horned lark are present.

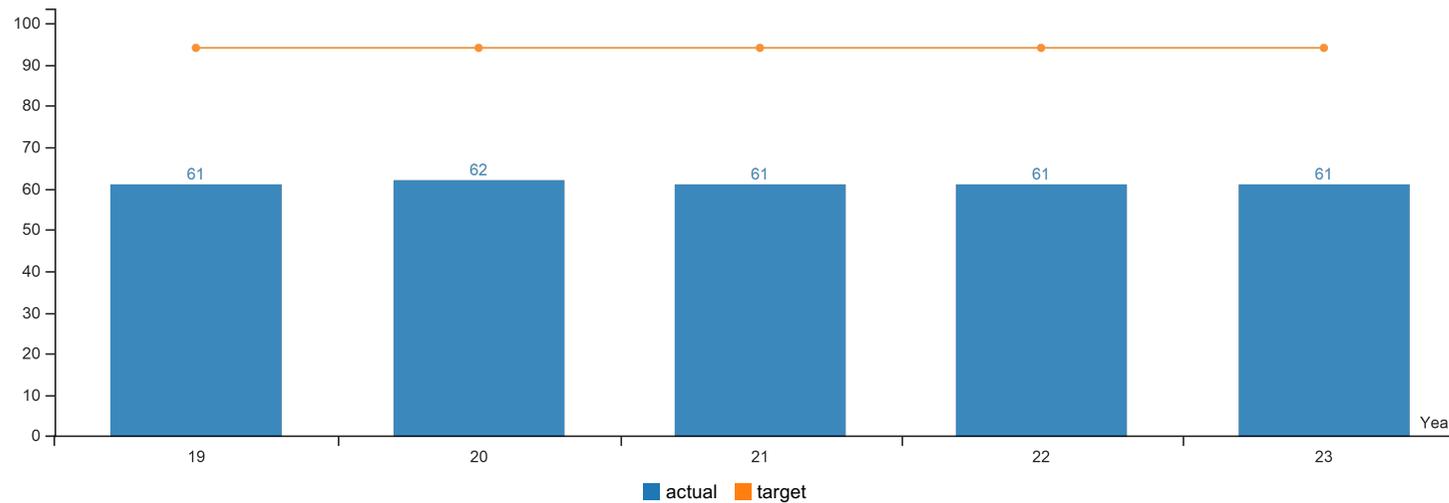
The ten year study of the PMP funded by FAA showed that the PMP extended service life of airport pavement by twenty plus years. FAA standards are that pavement is good for twenty years so this essentially doubles the life of pavement and potentially cost avoids an entire renovation cycle.

Factors Affecting Results

Weather conditions, availability of matching funds for local municipalities and construction scheduling are all factors that may potentially affect results in any given period. Over time heavy emphasis on crack sealing instead of surface treatments has had the effect of decreasing overall pavement condition. We have since put surface sealants ahead of small crack filling and are seeing much better results and performance. A complete PMP study was conducted and ODAV has incorporated recommendations that will enhance pavement preservation.

KPM #2	Percent of runways meeting or exceeding approach surface standards. -
	Data Collection Period: Jan 01 - Sep 30

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Runway Meeting/Exceeding Approach Standards (20:1)					
Actual	61%	62%	61%	61%	61%
Target	94%	94%	94%	94%	94%

How Are We Doing

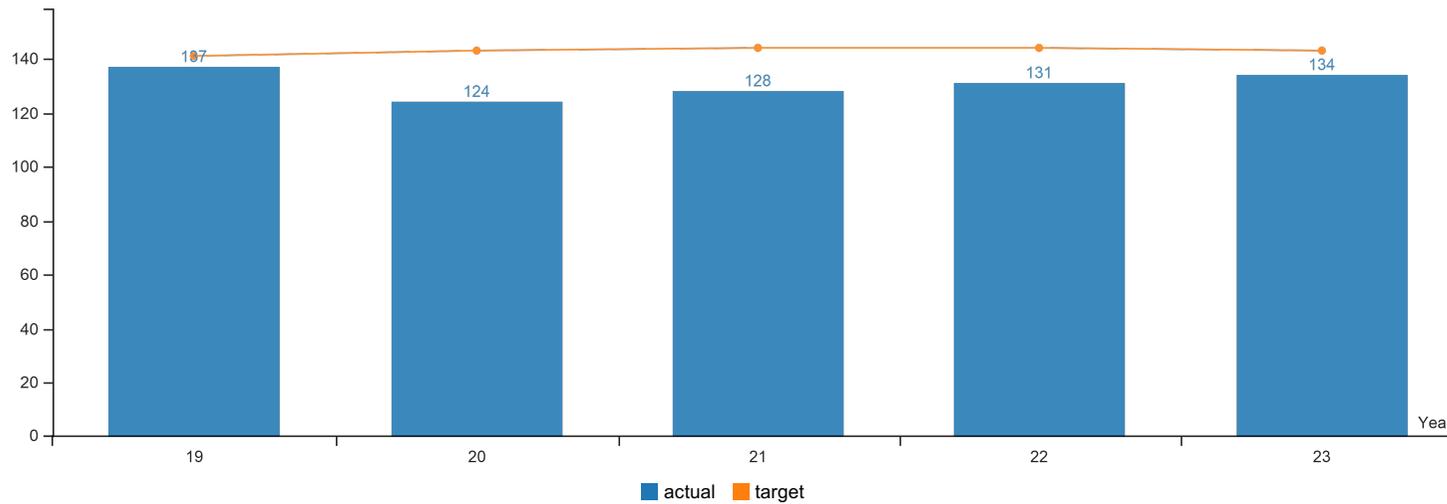
This KPM has had similar scores for the past 5 years. FAA part 77.25 standards require a 20:1 glide slope for visual meteorological conditions (VMC) for public use airports. Federal dollars are available for NPIAS (National Plan of Integrated Airports System) for obstruction removal. Funding for Non-NPIAS airports lags due to declining operations funding for obstruction removal.

Factors Affecting Results

Note that several airports have more than one runway and therefore may have at least one runway that meets this standard. Obstructions are most commonly trees but can also be unchangeable such as hills or mountains. This KPM measures all of the runways at public use airports which is 105. Of these 64 meet this standard.

KPM #3	Number of public use airport inspections conducted. -
	Data Collection Period: Jan 01 - Sep 30

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Airport Inspections					
Actual	137	124	128	131	134
Target	141	143	144	144	143

How Are We Doing

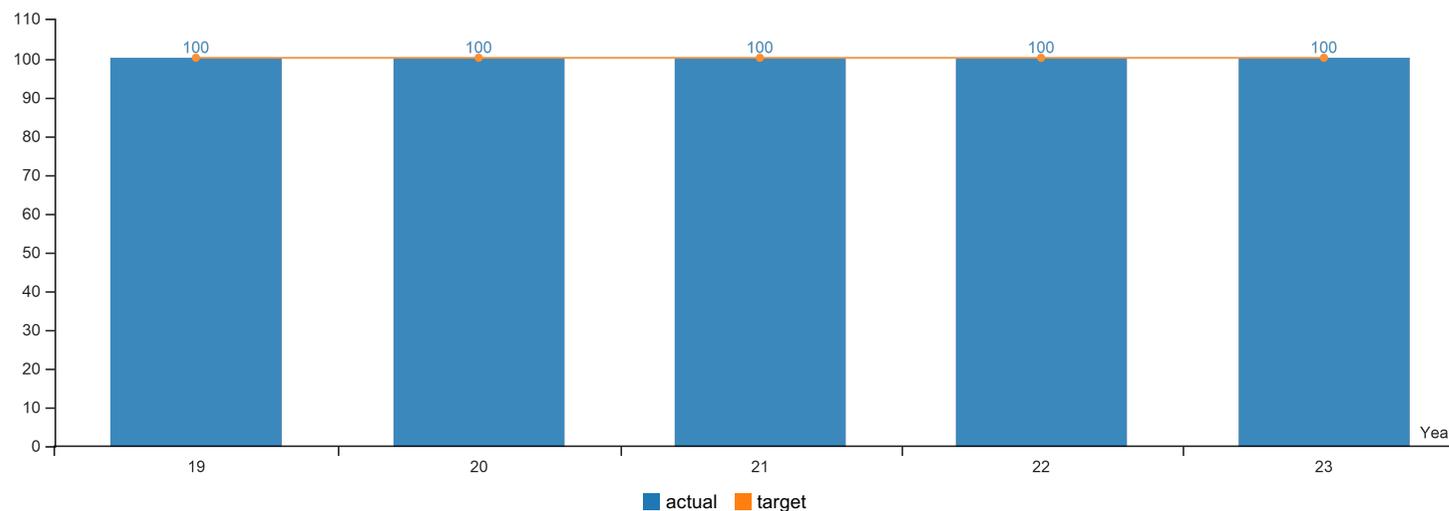
ODAV completed 134 out of 143 inspections or 93%. This KPM measures the number of airports that have received inspections the past year in comparison with the total possible inspections. ODAV conducts 97 FAA sponsored inspections (5010s) over a three year period. One third of the inspections are conducted annually (31 in 2023). ODAV conducts quarterly self-inspections at 28 state owned airports. The total possible number of inspections is 143 this year.

Factors Affecting Results

All 31 of this year's 5010 inspections were completed. 103 out of the possible 112 quarterly inspections were conducted at state-owned airports. The Owyhee Reservoir State Airport is inaccessible by land, and accounts for 4 missed quarterly self-inspections this year. ODA relies on pilot reports for field conditions at Owyhee.

KPM #4	Percentage of total Federal Funds obligated or spent. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Federal Funds Obligated					
Actual	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

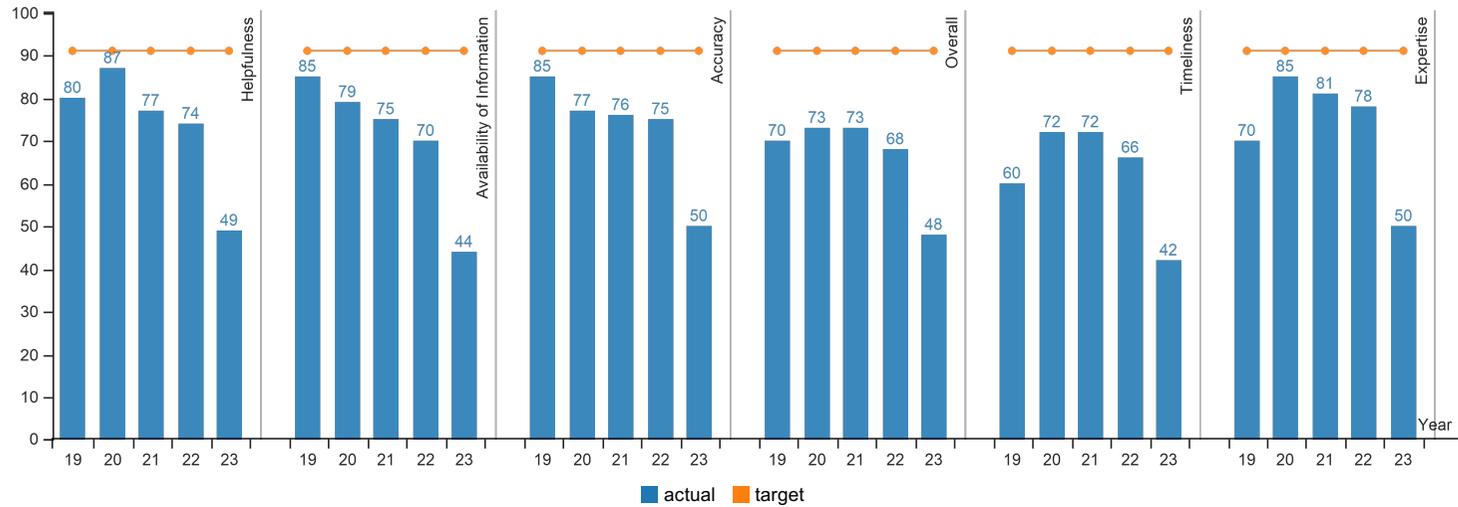
ODAV continues to make improvements in planning, monitoring and closeout of federally funded airport projects. The Department currently utilizes all available non primary entitlement (NPE) funds to minimize the amount of funds to be returned to the Federal Aviation Administration (FAA) to be used as discretionary dollars at other airports.

Factors Affecting Results

The state owns 28 airports and 12 of these are part of the National Plan of Integrated Airport Systems (NPIAS). Each non-primary NPIAS airport may receive up to \$150,000 in airport improvement (AIP) grant funds annually for qualifying projects.

In November 2021 a \$1.2 Trillion Infrastructure Bill was signed into law providing \$15B for airport related projects. Of this ODAV is receiving over \$2M per year of Bipartisan Infrastructure Law (BIL) grant funds for qualifying airport projects.

KPM #5	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent" overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Sep 01 - Sep 30



Report Year	2019	2020	2021	2022	2023
Helpfulness					
Actual	80%	87%	77%	74%	49%
Target	91%	91%	91%	91%	91%
Availability of Information					
Actual	85%	79%	75%	70%	44%
Target	91%	91%	91%	91%	91%
Accuracy					
Actual	85%	77%	76%	75%	50%
Target	91%	91%	91%	91%	91%
Overall					
Actual	70%	73%	73%	68%	48%
Target	91%	91%	91%	91%	91%
Timeliness					
Actual	60%	72%	72%	66%	42%
Target	91%	91%	91%	91%	91%
Expertise					
Actual	70%	85%	81%	78%	50%
Target	91%	91%	91%	91%	91%

How Are We Doing

The agency strives to provide excellent customer service to all that are served. In 2023 the agency's customer service scores were significantly lower than previous years. The agency is reviewing comments to try to improve its scores in timeliness, helpfulness, accuracy, expertise and availability of information, and overall customer service in the future.

Factors Affecting Results

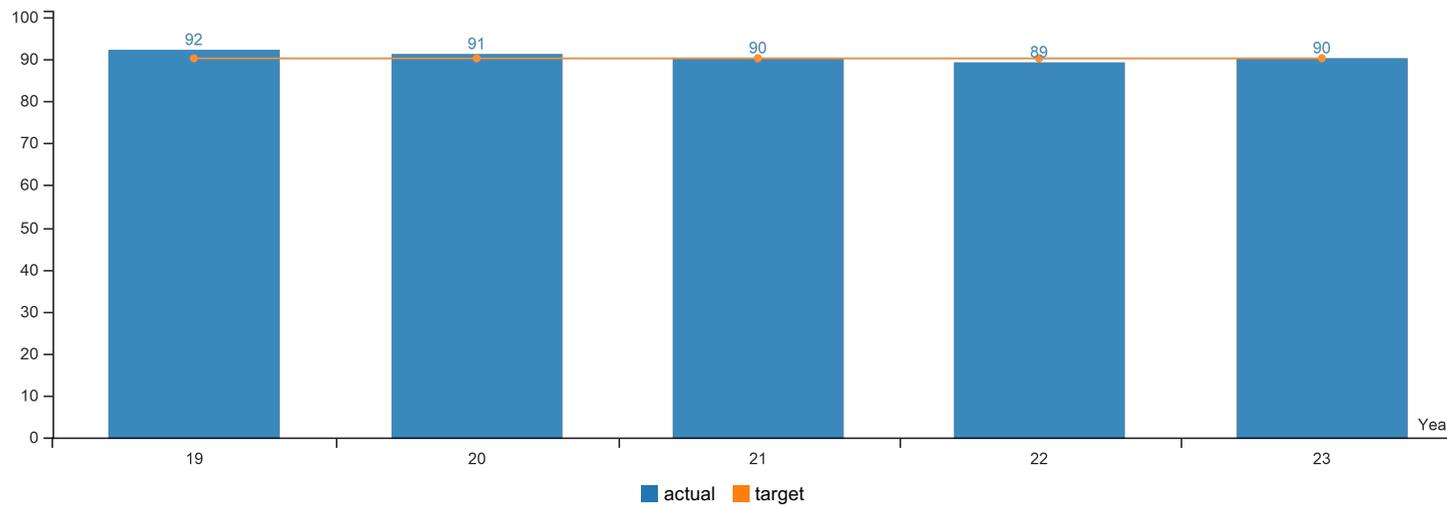
The agency sent out a survey to over 6,000 stakeholders including pilots, aircraft owners, airport managers, businesses at airports, airport tenants, and others who have signed up to receive notifications from the agency. The survey was entirely conducted using an online program called Survey Monkey. Stakeholders responded from all areas of the state and a variety of customers that the agency serves.

155 stakeholders completed the survey or about 2.5% of those surveyed. Of those that completed the survey the largest group (27%) was made up of respondents that identified as neighbors near Aurora State Airport. Other respondents included Pilots (23%), Aircraft Owners (21%), Airport Managers (4%), Tenants/Fixed Base Operator (FBOs) at airports (8%), and other groups (17%).

Upon review of the comments the recurring complaint was of airport noise and airport expansion at Aurora State Airport.

KPM #6	Percent of aircraft registered -
	Data Collection Period: Jan 01 - Aug 31

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Percent of Aircraft Registered in Oregon					
Actual	92%	91%	90%	89%	90%
Target	90%	90%	90%	90%	90%

How Are We Doing

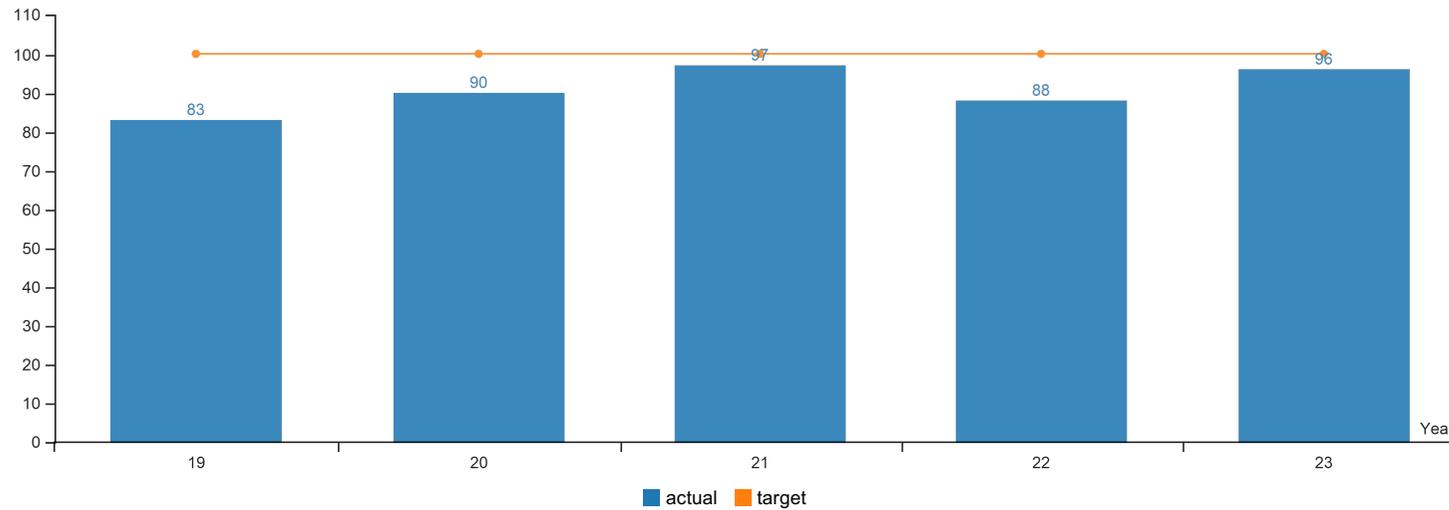
There are a total of 3,563 active aircraft in our aircraft registration database. There are 392 that are expired. The percentage of aircraft registered is 90%. The agency has met the target this year. Aircraft Registration fees support the 10% grant match to Federal Aviation Administration (FAA) grants for airport improvements at 12 Federally Funded State Owned Airports throughout the state.

Factors Affecting Results

ODAV works in collaboration with the Department of Revenue to collect delinquent aircraft registration revenue. The agency is continually looking for ways to improve the collection process. The agency's finance team and aircraft registration specialist have worked together to make improvements to the agency's collection policy.

KPM #7	Percent of total best practices met by the board. -
	Data Collection Period: Sep 25 - Oct 02

* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
Aviation Board Best Practices					
Actual	83%	90%	97%	88%	96%
Target	100%	100%	100%	100%	100%

How Are We Doing

This was the second highest score for this KPM over the past five years. The board and the agency have made efforts to improve on the areas that were shown to need improvement from past surveys. The agency and the board will continue to strive to improve with a goal of meeting 100% of best board practices in the future.

Factors Affecting Results

Board members were asked to participate in an anonymous survey that asked fifteen yes or no questions addressing the Director and the Aviation Board Best Practices. These questions were based on LFO and DAS best board practice recommendations that cover the board's involvement with the agency including key communications, agency goals, policy making, board training, finances, budget as well as annual performance and review of the director.